



I. Introduction

A. Purpose

The Department of Alcoholic Beverage Control (ABC) is vested with the exclusive power to license and regulate persons and businesses engaged in the manufacture, importation, distribution and sale of alcoholic beverages in the State of California. Its mission is to administer the provisions of the Alcoholic Beverage Control Act in a manner that fosters and protects the health, safety, welfare, and economic well being of the people of the State.

B. Activities

1. ***Licensing.*** Approximately 50 percent of ABC's resources are devoted to its licensing mandate. Currently, there are more than 73,000 licensed alcoholic beverage businesses in California, of which 66,600 are retail outlets. Licensed outlets constitute approximately 7 percent of the State's one million businesses, collectively generating more than \$500 million per year in State revenues.
2. ***Enforcement.*** Approximately 50 percent of ABC's resources are devoted to its enforcement mandate. ABC investigates and makes arrests for violations of the ABC Act and Penal Code that occur on or around the premises of ABC-licensed businesses. ABC investigators make approximately 2,300 arrests/citations annually. Another 1,100 arrests/citations per year occur as part of joint investigations and operations with local law enforcement agencies. ABC files an estimated 2,200 disciplinary accusations against licensees during each year, resulting in the collection of approximately \$2.3 million in fines.

C. Organization

The Department's workload is divided into three elements: administration; licensing; and compliance. The Department's headquarters in Sacramento consists of the Director's office and other offices performing licensing, fiscal management, legal, business practices, training, and personnel/labor relations and other administrative support functions for the Department.

For administrative purposes, the Department is divided into two divisions within the State, a Southern and Northern, with an Assistant Director in charge of each. The Department is further divided into 24 field offices. A District Administrator or District Supervisor is in charge of each district, which is staffed by Investigators, Licensing Representatives and clerical/technical support personnel.



II. Program Metrics

In connection with the Performance Improvement Initiative, the Department lists 15 metrics in three major programs:

A. Licensing

1. Number of permanent license applications received - the number has remained relatively stable at about 12,000 for the past six years.
2. Average time to process original applications, by license type - measures are broken out for five types of licenses. Over four years, retail store license processing time went down steadily from 164 to 99 days and liquor store licensing time decreased from 271 to 124 days; both types went up somewhat in 2002. Another type (beer bars) remained stable at around 100 days for four years then went up to 122 days in 2002. A fourth type (restaurants serving beer and wine) remained stable at about 95 days, and the fifth type (full bar restaurants) was fairly stable at around 140 days for several years except for a spike to 191 days in 1999.
3. Average time to process transfer applications, by license type - average processing time for all five types has remained fairly stable, ranging between 65 and 93 days for all but the full restaurant, which averaged about 100 days for several years.
4. Number of licenses issued, permanent - the number stayed fairly even at about 12,000 over several years except for an increase to 12,752 in 1999/2000, followed by a drop to just below 11,000 the following year.
5. Number of licenses issued, special event - the number increased for several years up to a high of about 40,000, then decreased for several years until it went back up to 39,145 in 2002/2003.
6. Number of license applications withdrawn and denied - the applications denied slowly decreased from 150 to 36 over ten years; the number of applications withdrawn was around 12,000 for most of the past ten years, with two spikes to as high as 1,415.



B. Compliance/Enforcement

1. Number of investigations completed - the number dropped about 2,500 between 1998/99 and 1999/2000, and has since remained at around 5,000.
2. Number of accusations registered - the number dropped from a high of 3,512 in 1996/97 to 1,713 in 2000/01, and has been around 2,000 the past two years.
3. Number of warning letters issued - the number has fluctuated over the past ten years beginning with 620 in 1992/93, up as high as 1,022 in 1998/99, and ending with 641 in 2002/03.
4. Number of field enforcement hours worked by sworn staff - the number of hours has ranged from about 20,000 to 25,000 over each of the past four years.
5. Number of arrests and citations - the Department is second only to the CHP in annual number of arrests. The number of arrests and citations ranged from 577 in 1992/93 when the Department experienced a severe staffing loss, to a high last year of 4,496, with the years in between averaging 2,900.

C. Grant Assistance to Local Law Enforcement Program

1. Number of licensed premises inspected in grant jurisdictions - the number of inspections has decreased each of the past four years from 2,108 to 1,512.
2. Number of licensees and employees trained in grant jurisdictions - the number increased to a high of 3,757 in 1999/2000, then has remained fairly steady at about 2,700 the past three years.
3. Number of accusations registered in grant jurisdictions - over the past several years, the number decreased from 1,464 to 493, then increased to 762 and 810 the past two years.
4. Number of arrests and citations in grant jurisdictions - the number was fairly even at around 7,350 for two years, then climbed to 8,738 in 2001/02 and up to 11,412 in 2002/03.

III. Benchmarking

The Department does not report any standards or benchmarking with other states.



IV. Department Website (<http://www.abc.ca.gov>)

A. Online services offered

ABC's website provides background on ABC, access to its online license query system, news and updates, information about ABC licensing programs and policies, district office locations, public notices and press releases, links and educational materials.